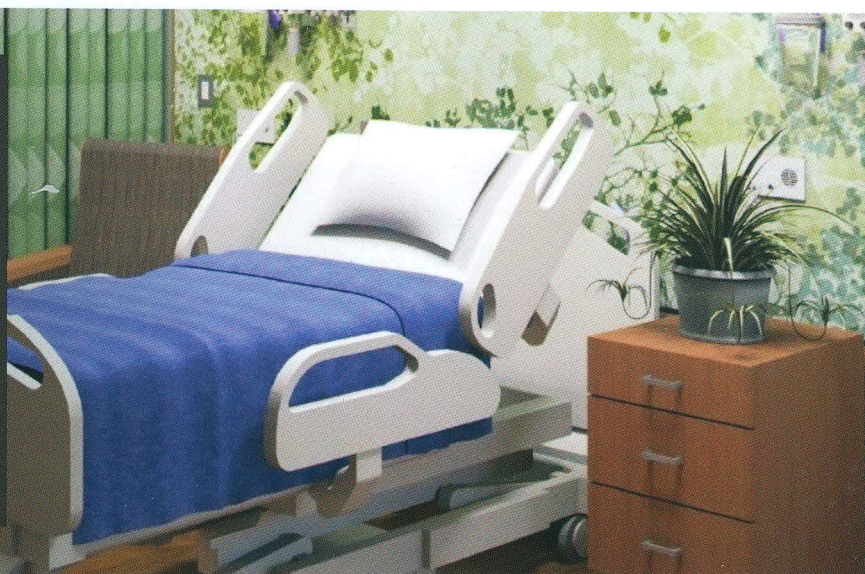


# LVHN QUARTERLY

January 2018



## PROVIDING CONVENIENCE THROUGH GROWTH

**Years ago, we imagined a health network that provides world-class care and services** that people can access by simply taking a short drive in their car. Over time, LVHN merged with organizations with which we've been partnering for years. Working together, we made our vision a reality. Now, whether you need primary care, rehabilitation services or specialty care at one of our newly established institutes, it's accessible within driving distance.

In the months ahead, we will make additional investments in all the communities we serve to give people even more convenient access to the care they need close to home. Here's how we're growing strategically and smartly.

► **In Hazleton,** we'll modernize LVH–Hazleton, creating mostly private patient rooms (see rendering above), expanding the emergency department and adding parking. We will further develop the services we provide in center city Hazleton. We will create a new health care campus of the future at the existing Health & Wellness Center location. Recruitment of new primary care and specialty providers also is underway.

► **In Monroe County,** we're building LVH–Pocono West along Route 715 in Tannersville. It will include an emergency department, operating rooms, an inpatient medical-surgical unit with private rooms, advanced imaging services, a medical office building and Sleep Disorders Center.

► **In Lower Nazareth Township,** we'll break ground on a new campus this summer. Nearly one-third of the people in Northampton County already receive care from an LVHN provider. Our focus is to help these people get the care they need close to home.

► **In Carbon and Schuylkill counties,** we'll work to expand access to primary and specialty care. Significant activity is underway to identify locations where we can give residents easy access to the services they need close to home.

► **In Bucks County,** plans are in the works for a new health center at the intersection of Pumping Station Road and Route 309 at the current location of Workout Plus.

► **We're also growing behind the scenes** to connect our health network with one integrated health record: Epic.

–Rick Martuscelli

## your TO-DO LIST

**1. Take the Colleague Survey Feb. 19 to March 5.** Watch for emails that link you to the survey.

**2. Visit or call the Colleague Resource Center when it launches.** Read page 7 for details about this new website and phone number for colleagues.

**3. Make the PRIDE Promise.** Read page 6 for details.

**4. Submit your 2017 FSA claims by March 31.** Search #FSA on LVHN Daily for details.

**5. Read and watch LVHN's 2017 Annual Report.** Visit [LVHN.org/annualreport](http://LVHN.org/annualreport) to see Dr. Nester's presentation.



## GET LVHN MERCHANDISE ONLINE

**Want to wear your LVHN pride for all to see?**

Our new LVHN Shop makes it easy to order your favorite apparel, lunchboxes and other items emblazoned with the LVHN logo. The LVHN Shop is available online for both colleagues and the public. Visit [LVHN.org/shop](http://LVHN.org/shop), or visit the intranet and click "LVHN Shop" under Colleague Resources.

Choose from a selection of styles including athletic apparel, fleece jackets and vests, hats and T-shirts, many of which can be personalized with custom embroidery. Just like our auxiliary-run gift shops, proceeds from the LVHN Shop benefit the auxiliaries of Lehigh Valley Hospital and Lehigh Valley Hospital–Muhlenberg.

—Sheila Caballero



Visit [LVHN.org/shop](http://LVHN.org/shop).

In Case You Missed It

## LVHNDAILY

Get details on these stories by searching the corresponding hashtag (#).

- ▶ Payday Moved From Fridays to Thursdays (**#Payday**)
- ▶ MAVRIC Veterans Center Opens at LVH–17th Street (**#Veteran**)
- ▶ LVHN Acquires Weller Health Education Center (**#Weller**)
- ▶ Information Services Launches New Security Measures (**#Security**)
- ▶ Dr. Nester Delivers State of the Health Network Address (**#CEO**)
- ▶ Thomas Marchozzi is LVHN's New Chief Financial Officer (**#CFO**)

## FOUR NEW CONVENIENCES

Location	Average Wait Time
ExpressCARE–Bangor	2 minutes
ExpressCARE–Moselem Springs	no wait
ExpressCARE–Bethlehem Township	no wait
ExpressCARE–Muhlenberg	12 minutes
ExpressCARE–Whitehall	no wait

**We value our current and future patients' time.** That's why we introduced four new ways to enhance their convenience, access and experience.

**1. Just Say Yes** – We are making a promise that when a request comes to an LVPG practice or 888-402-LVHN (5846), the patient will be seen "today, tomorrow or the next day." If a specific provider is requested but not available, we look at other providers' schedules to accommodate the patient.

**2. Test Scheduling** – With an order in MyLVHN, Holter monitor, DEXA bone density and pulmonary function tests can be scheduled using the portal. Screening mammograms for women ages 40+ can be scheduled without an order.

**3. ExpressCARE Times** – ExpressCARE locations that use Epic now show how soon you can be seen. Look for the orange stopwatch at the top of LVHN.org (pictured above) – click to see wait times at 17 ExpressCARE locations and our exclusive Children's ExpressCARE in Palmer Township. Info also can be found on [LVHN.org/ExpressCARE](http://LVHN.org/ExpressCARE).

**4. Physician Rating Comments** – In August, we launched physician star ratings on LVHN.org/Find\_a\_Doctor. Now, patient comments appear on those providers' Find a Doctor profiles for a more complete picture.

With the new features on LVHN.org and the Just Say Yes appointment promise, we continue to demonstrate our commitment to patients as the only place they need to go for care.

—Jenn Fisher



# IMPROVING SAFETY FOR EVERYONE



**Lou Puentes**

Administrator, Department of Public Safety and Emergency Operations

## **Q Why are we focusing on colleague safety?**

As a not-for-profit, our campuses are public spaces open to everyone. Our mission is to heal, comfort and care for every member of our community. The challenge is to provide great care while maintaining a safe environment for colleagues, patients and visitors.

## **Q What are we doing to make the workplace safer?**

We monitor parking lots during shift changes, stay visible at access points and through rounding, and respond to problems. Recently, we made a cultural change in the way we respond to disruptive or threatening behavior – we won't tolerate it. If an individual is verbally abusive, threatening or acting suspiciously, call security immediately. We're also adding an extra guard at our emergency departments (ED), enhancing the visitor badge process on high-risk units, limiting or restricting visitation for certain individuals, requiring everyone to swipe in and out of our EDs, and other changes.

## **Q Are there proactive things we can do to prevent problems?**

We have a new "behavioral flag" in Epic that is part of a patient's history. When a "flagged" individual presents for treatment, call security for help. We will provide a patient escort, check for weapons and stay at the bedside or restrain the individual when appropriate.

## **Q What else can colleagues do?**

Always be aware of your surroundings. When you're swiping into a locked unit, don't let anyone trail behind you. Direct visitors to the welcome desk for a badge or escort. After you enter a locked unit, wait for the doors to close behind you.

## **Q What about our behavioral health population?**

Patients with behavioral health conditions need and deserve great care. Yet they also present challenges. We are looking into a Town Hall suggestion to convert space at LVH-Cedar Crest into an ED specifically for this population.

## **Q What can we do about patients who bring weapons and drugs?**

We have zero tolerance for weapons on all campuses. Individuals must lock weapons in their vehicle or surrender them for safekeeping. Individuals who don't comply will be removed from campus. If you suspect a patient is using or a visitor is bringing drugs onto the unit, call security. We can restrict visiting privileges or supervise visitors to reduce the risk for drugs coming in. The local police can prosecute patients who use drugs in our care.

## **Q What about training for colleagues?**

All colleagues have access to Code Orange training on TLC. In addition, female colleagues may sign up for our free RAD (rape aggression defense) course. Professional development classes such as Crucial Conversations and others are available to all colleagues.

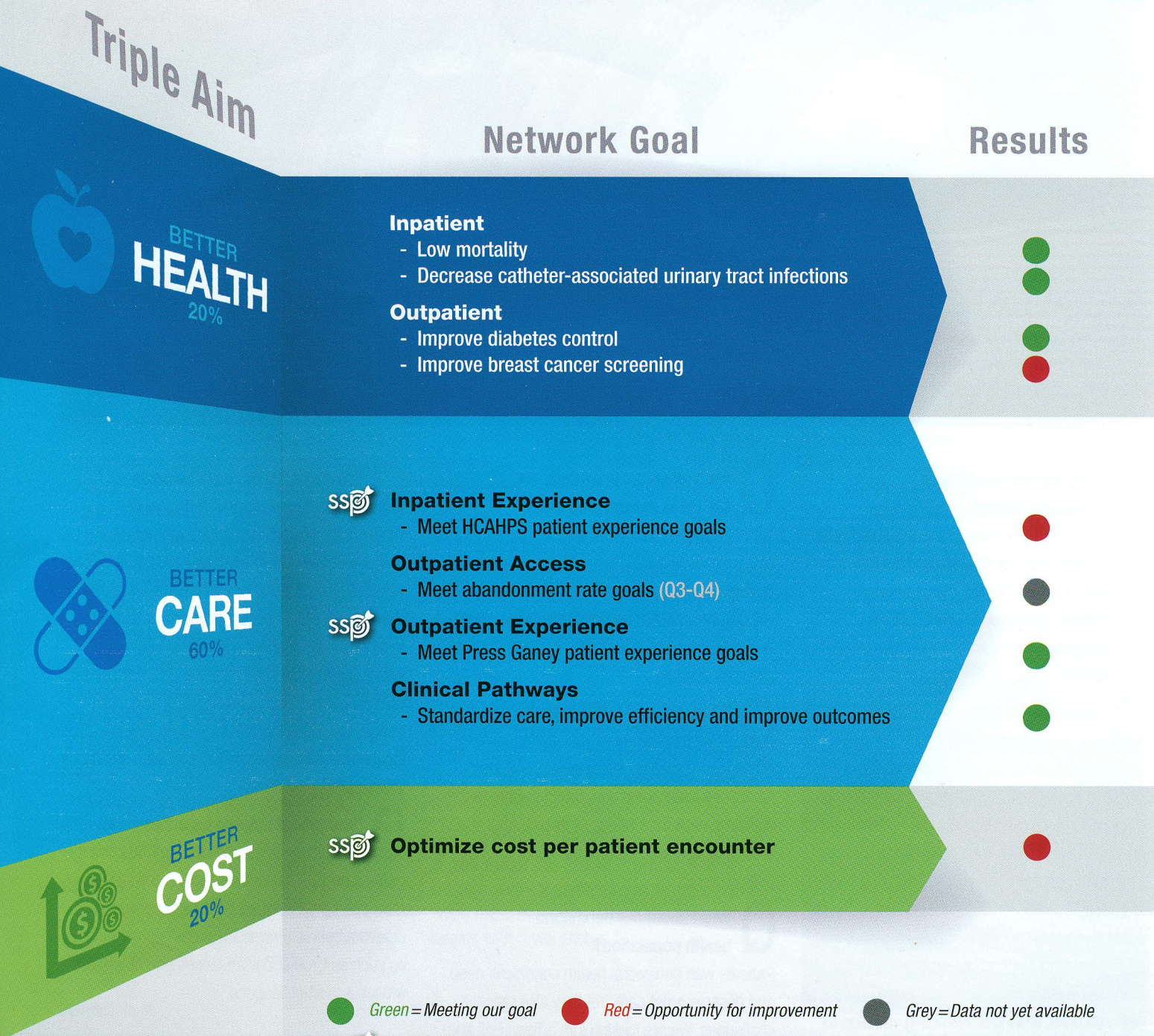
– Sheila Caballero

If you have a concern or an idea for improvement, email me at [Luis.Puentes@lvhn.org](mailto:Luis.Puentes@lvhn.org).



# ARE WE REACHING OUR GOALS?

AS WE STRIVE TO ACHIEVE OUR GOALS RELATED TO THE TRIPLE AIM  
(BETTER HEALTH, BETTER CARE AND BETTER COST), WE'LL USE THIS CHART TO TRACK  
OUR PROGRESS THROUGHOUT FISCAL YEAR 2018.



Goal must be achieved at the end of fiscal year 2018 to earn a Shared Success Plan (SSP) bonus in October.

Results as of Dec. 19, 2017



# SCREENING MAMMOGRAM ACCESS



**Approximately 31,000 LVHN patients ages 40-75** who are eligible for breast cancer screening have not had a mammogram. Surprised? You should be. Screening mammograms save lives. That's why we're committed to increasing the number of women who

get screened by Mammography Technologists such as Jodi Hooen (pictured). It's one of this year's Better Health goals.

## CONVENIENT SCHEDULING

We're making sure women know how easy and convenient it is to schedule their mammogram with LVHN. Here's how:

1. Through online marketing, women in the defined group are being invited to learn more about mammograms and how to schedule a screening mammogram with LVHN.
2. Those with a MyLVHN account can directly schedule their screening mammogram on the schedule page.
3. By the end of the fiscal year, all primary care provider practices will offer patients an

opportunity to schedule their screening mammogram before leaving the office.

## BETTER HEALTH THROUGH PREVENTION

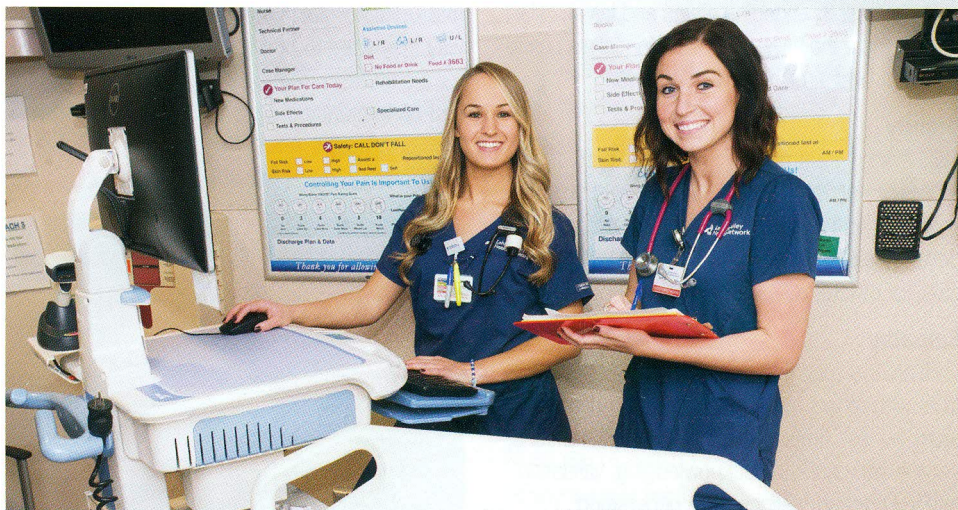
A collaborative, multidisciplinary team of LVPG and LVHN colleagues are leading efforts to increase the number of women who get screened. Our hope is that we identify breast cancer earlier for our patients, when the chance of full cure is still possible.

## HAVE ONE, ENCOURAGE ONE (OR MORE)

1. If you are among the 31,000 women who needs a mammogram, please schedule one.
2. Promote this preventive screening to patients who are part of our target group.
3. Visit [LVHN.org/mammo](http://LVHN.org/mammo) to learn more.

- Jenn Fisher

# ENHANCING THE INPATIENT EXPERIENCE



**Giving patients and their loved ones an exceptional experience** in our hospitals is a Better Care goal we've been working hard to achieve. During PRIDE Rounding – when LVHN leaders visit hospital units biweekly to talk with patients and colleagues – we're asking patients about things we do well and our opportunities for improvement. We then take action to address their feedback. Here's what we're learning.

## COMMUNICATION IS KEY

Patients appreciate that we take time to listen. Patients on units that do the following were especially complimentary:

- **Bedside shift report** – Patients and their families feel informed when the nurse ending a shift and nurse beginning a shift meet in the patient's room to discuss the care plan, like Kaitlin Brody, RN, and Sara McCarthy, RN, are pictured doing.

Evidence shows bedside shift report enhances patient safety.

- **Hourly rounding** – Patients know they're getting quality care when a caregiver enters their room every hour to assess their needs.
- **Nurse leader rounding** – When the unit's nursing leader visits patients to ask about their care and experience, patients feel they're at the heart of everything we do.

## SHORTER SURVEY, BETTER RESULTS

We decreased the number of questions on the HCAHPS survey patients receive after their hospitalization from 72 to 36. Now that patients can complete the survey more quickly, survey response rate has increased by more than 70 percent. Encourage your patients to take the survey (if they receive one).

## WHAT CAN YOU DO TO ENHANCE THE INPATIENT EXPERIENCE?

Treat all colleagues with PRIDE. That creates the momentum we need to always treat patients and their families with PRIDE. Learn more on page 6.

- Rick Martuscelli



# A GREAT EXPERIENCE FOR YOU

The LVHN strategy begins with you. When you have a great experience working at LVHN, you're able to give patients and their loved ones the best possible experience. That's why we're renewing our focus on you and creating an even better place to work.

Stories on pages 6 and 7 provide details about how we're creating a better work experience for you. But that's just the beginning. We also will:

- **Conduct a Colleague Survey Feb. 19 to March 5.** It's your opportunity to provide feedback about your LVHN experience.
- **Expand our focus from the Triple Aim to the Quadruple Aim next fiscal year.** We'll set goals to create Better Health, Better Care, Better Cost and a Better Colleague Experience.

## MAKE THE PRIDE PROMISE



**Our PRIDE behaviors (privacy, respect, involvement, dignity and empathy)** describe our culture and commitment to our patients, families and one another. The behaviors are important for all colleagues to practice because they help us provide a consistent patient and colleague experience throughout LVHN. For the third time in our history, we've updated our PRIDE behaviors based on colleague feedback to better reflect LVHN's values and beliefs, and to cultivate our culture as we further our mission.

Our refined PRIDE behaviors start with the way we treat ourselves and colleagues, and flow to our patients and community members. Here's a brief description.

### Privacy

I will always respect privacy by protecting private information and preventing unwanted exposure, intrusions and unnecessary interruptions.

### Respect

I will always respect and value differences by building and self-managing positive, respectful, trusting, professional relationships.

### Involvement

I will always be involved and involve others when it matters most by engaging others and taking initiative to create the three conditions for colleagues to be at our best: time, trust and teamwork.

### Dignity

I will always treat myself and others with dignity by prioritizing self-care, personal health and wellness, and opportunities for professional development as a means to better serve and care for others.

### Empathy

I will always seek first to understand and empathize with others by actively listening; soliciting open, honest, timely feedback about interactions, service and care; and acknowledging, validating and legitimizing feelings once understood.

### HERE'S WHAT'S DIFFERENT:

- **You make the PRIDE Promise.** You're asked to make a personal commitment to practicing these behaviors. That's why each behavior begins with "I will always."

- **PRIDE behaviors are more clearly defined.** It's now easier to understand what's expected of you.
- **New pieces of our culture are now included.** The conditions needed to create time, trust and teamwork (being present, engaged, positive and accountable) were added because you said they're important.
- **You come first, even before patients.** You can't be at your best if your health and well-being isn't a priority.
- **The Platinum Rule rules.** You've always treated others the way you want to be treated (the Golden Rule). Now you'll treat others the way they want to be treated (the Platinum Rule). It's a shift from treating everyone the same to first understanding what someone wants and then providing it.

- Rick Martuscelli

### Next steps:

- Look for a PRIDE brochure in your home mail. It contains more details about how to bring PRIDE to life, such as by talking with patients at eye level, like Occupational Therapist Colleen Phillips (pictured) does.
- Make the PRIDE promise and practice these behaviors during every interaction.
- Your ability to practice PRIDE will continue to be an important part of your performance evaluation at the end of the fiscal year.

*LVHN Quarterly  
is a magazine for  
LVHN colleagues.*

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# FREE PROFESSIONAL DEVELOPMENT OFFERINGS



## You work hard by investing your energy, skill and passion to support our mission.

Now LVHN is increasing its investment in you through free professional development offerings designed to help you reach your personal and professional best.

Our new portfolio of programs, supported by Organizational Development Consultants such as Jody Millard (pictured), provides an opportunity for

colleagues at every level to grow their skills. When you make a commitment to improve, you plant the seeds for excellence and create a work environment where colleagues and patients thrive.

Health care is always changing. As our region's health care leader, we need to adapt and change too. Our new educational resources can help you develop skills to meet challenges, support your peers and handle change with confidence.

Learn more about these programs on the organizational effectiveness (OE) intranet site. Visit LVH.com and click "Departments," "Nonclinical," "M-Z" and "Organizational Effectiveness."

**Essentials sessions** are available for all colleagues. Current topics include Crucial Conversations, building trust in relationships, managing workplace bias, managing conflict and preparing for change. Visit the OE intranet site and click "Developmental Sessions."

## Management and Physician Leadership

**Academies** help leaders enhance trust and better support their teams. Visit the OE intranet site and click "Learning Hub" and "Leaders."

**New Manager Onboarding** provides coaching and development for new managers. It includes an app that gives you access to resources, and ongoing short sessions about leading your team, budgeting, setting goals, performance management and more. Visit the OE intranet site and click "Learning Hub" and "Managers."

**Lynda.com** offers hundreds of self-development videos managers can share at staff meetings. Email Linda.Mejias@lvhn.org for access.

**Additional training and resources** such as webinars, conferences, white papers, case studies and more are available from The Conference Board, Catalysis and the OE intranet site.

—Sheila Caballero

# INTRODUCING THE COLLEAGUE RESOURCE CENTER



► **It's organized by category.** In addition to your information, you'll find details about retirement, wellness benefits available through My Total Health (formerly Culture of Wellness) and career development opportunities. You can get forms and review policies. Managers can access information they need to do their job.

—Rick Martuscelli

**Soon, you'll be able to visit one website to get all the human resources (HR)-related information you need.** It's called the Colleague Resource Center, and it's one more way we're creating a great work experience for you.

When the Colleague Resource Center launches this winter in the Lehigh Valley (and at our northern locations later this year), it will replace the current HR intranet site and Lawson dashboard. The information previously found on those sites will be easily accessible on the Colleague Resource Center. It will be accessible from the SSO toolbar by entering your system user identification (SUI) and password. Here's what makes it great:

- **It includes information specific to you.** You'll see your pay, benefits, sick time and PTO balances, and more. You'll visit this site to enroll in benefits and change your personal information if you get married, have a baby or experience another life event.
- **The "Search" function works great.** Simply type in what you're looking for and it will appear.
- **You can submit your HR questions online.** Your questions will be routed to an HR representative. The response will appear on your Colleague Resource Center page. You also can call the new Colleague Resource Center phone number (see box) to ask questions.

## Coming Soon

Colleague Resource Center phone number

**844-GO-ASK-HR (844-462-7547)**

Call to speak with a Colleague Resource Center representative. To discuss your personal information, you'll need to supply your five- or six-digit employee ID number, which is different than your SUI. Your employee ID number can be found within the Colleague Resource Center in three places:

1. In the top left box on the home page
2. On your pay stub
3. In your "Job Profile"



**Marketing and Public Affairs**

P.O. Box 689

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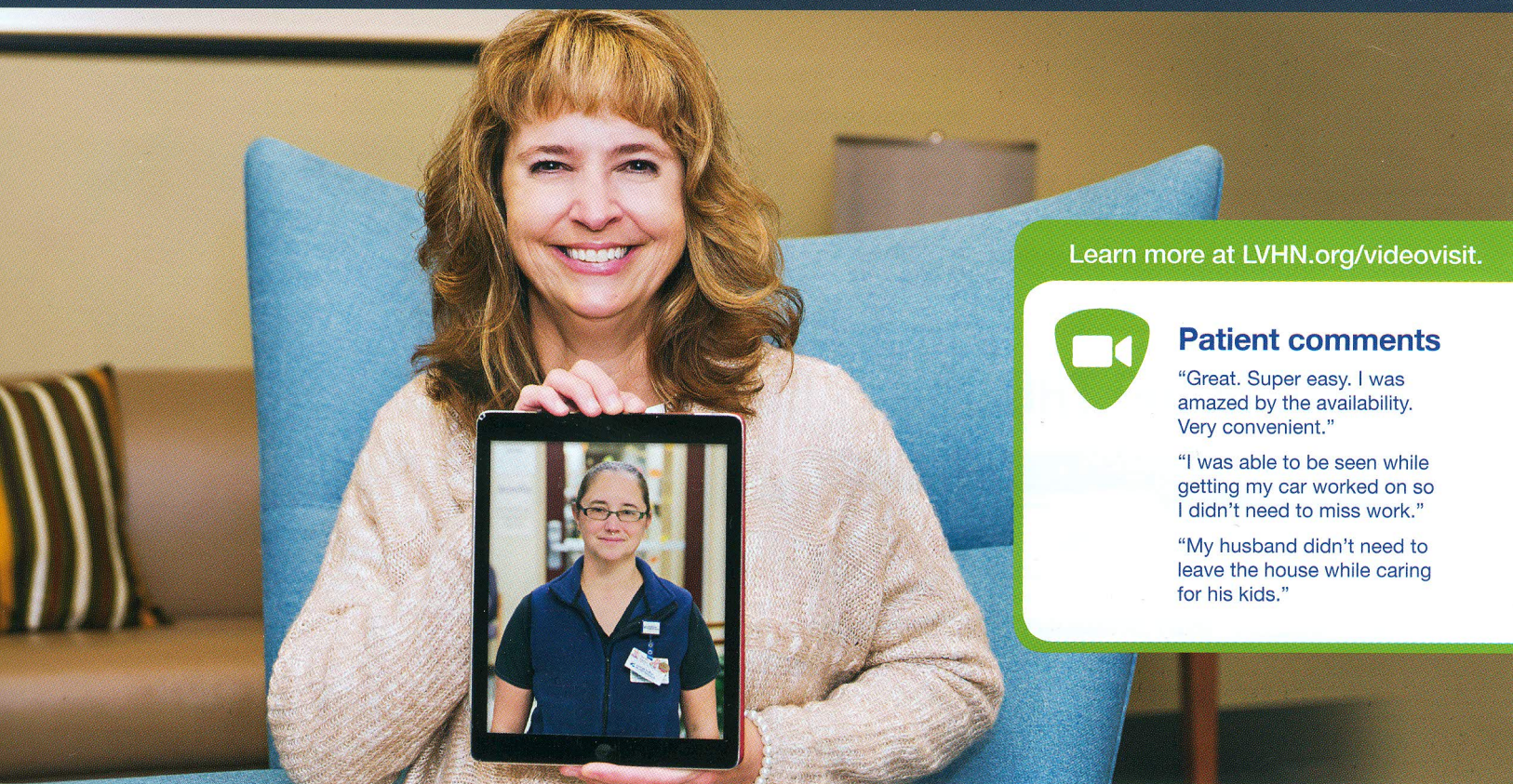


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### Patient comments

"Great. Super easy. I was amazed by the availability. Very convenient."

"I was able to be seen while getting my car worked on so I didn't need to miss work."

"My husband didn't need to leave the house while caring for his kids."

## A VIDEO VISIT OF HER OWN

**Telehealth Clinical Coordinator Mindy Brosious spent two years** directing an initiative to make video visits an LVHN clinical reality. Then one day, after leading endless training sessions, she got to practice what she'd been preaching.

"I had a sinus infection during a really busy time, and it finally crushed me," Brosious says. "I stopped at an ExpressCARE near my home, but it was crowded. So I decided to try a video visit."

She logged into her MyLVHN account and made an appointment for 30 minutes later. A half hour passed, and Brosious was having a video visit with Rachel Berros, physician assistant at LVPG Express-

CARE—Nesquehoning, one of the providers who conducts video visits.

"At first, Rachel thought this was another training session, but she quickly saw I was suffering," Brosious says. "She prescribed an antibiotic, my husband went to the pharmacy for me, and I felt good enough to work the next day."

Brosious sees big things for these modern-day house calls. "We went live in September 2016 with postoperative visits for low-level surgery," she says. "An appendicitis patient, for example, could get a follow-up from home instead of sitting in a waiting room. We've been adding little by little ever since."

Today, patients 18 and older seeking treatment within the state of Pennsylvania can be seen by one of 17 providers under the supervision of Eric Bean, DO, of LVPG—Emergency Medicine, for red eye, seasonal allergies, cough and cold, lower back pain, rashes and urinary tract infections for a fee of \$49.

"We implemented 24/7 coverage in August, and we're hoping that will be a tipping point for insurance carriers to cover it," Brosious says. "We started video visits in some pediatric areas in November. We do it all with LVHN providers and a patient's Epic record right there. The potential for this is really exciting."

—Ted Williams